

# City of San Antonio



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CITY OF SAN ANTONIO  
CITY CLERK

2015 FEB 13 PM 4:30

## AGENDA Animal Care Services Advisory Board

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Wednesday, February 18, 2015

6:30 PM

10303 Tool Yard Road

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### Call to Order

1. Approval of Minutes from December 3, 2014

### Citizens to be Heard

### Director's Report

*Director's Report regarding performance measures for Animal Care Services pertaining to field, live release, shelter, media and clinic operations - Presented by Kathy Davis*

### INDIVIDUAL ITEMS

2. ACS Advisory Board Officer Elections for Chair and Secretary - Presented by Roderick Sanchez
3. ACS Advisory Board Member Orientation - Presented by Mona Thaxton
4. Report regarding the inspection of ACS' Hwy 151 and Brackenridge facilities - Presented by Cynthia Martinez
5. Discussion and possible vote regarding the inspection report of the new Animal Defense League kennels - Presented by Mona Thaxton

### Determination of Next Meeting Date

### Adjournment

Note: Following adjournment, the Board is invited to a private tour of the new Animal Defense League (ADL) kennels, hosted by the ADL Executive Director. As ADL will be closed to the public at this time, the public is invited to tour the new kennels during ADL's regular open hours.

ACCESSIBILITY STATEMENT: This meeting site is wheelchair accessible. Parking is available. Auxiliary Aids and Services are available upon request (Interpreters for the Deaf must be requested forty-eight [48] hours prior to the meeting). For Assistance, Call (210) 207-7268 Voice/TTY.

Esta reunión es accesible a personas incapacitadas. Se hará disponible el estacionamiento. Equipo y servicios adicionales (interpretes para los sordos) se harán disponibles si se pide con cuarenta y ocho (48) horas de anticipación a la reunión. Para asistencia llame al (210)207-7268 por voz/servicio de TTY.

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# City of San Antonio Animal Care Services Department Director's Report



February 18, 2015

Building on the success of Fiscal Year 2014, the department hit the ground running in Fiscal Year 2015. Through the first four months of this fiscal year, ACS has maintained an impressive average 84% Live Release rate, **including 87% for all pets in January** – the highest one month Live Release rate in ACS history. As we enter the spring months and the beginning of puppy and kitten season, I am confident we will continue strong. I couldn't be more proud of our energetic, hardworking and committed staff, volunteers, and community partners.

The following are high-level highlights from December 2014 and January 2015.

**CHAPTER 5 ORDINANCE CHANGE:** Discussed in the December 2014 ACS Advisory Board Meeting, the department is seeking to amend Chapter 5 City Code by requiring that a registered microchip replace a pet license tag as part of the City's licensing program. With approval from the ACS Advisory Board, the department will be presenting the amended change to the City's Quality of Life Committee on March 17<sup>th</sup>. With the Committee's approval, the proposed amendment will move for full City Council approval on April 9<sup>th</sup>, 2015 with implementation and enforcement beginning in June 2015.

**FIELD ENHANCEMENTS:** In January 2015, the Field Operations - Permit Division, implemented an overhaul to the system of managing the permit process. Prior to implementing the new system, Permits Officers relied on a high-level amount of manual input and follow-up measures for managing the permit process by hand and across 2 different computer application systems. Permits are now handled entirely in the shelter's database system and give both customers and Permit Officers automatic reminders through the process enabling a more effective approach to a Permit Officer's daily work.

**SHELTER ENHANCEMENTS:** As part of a larger on-going project to increase shelter capacity utilizing current resources, the department made significant improvements in the Cattery building. Fifty-four (54) new condos have been installed in the main room of the Cattery. The new cat condo - made of high pressure laminate with polyester resin - doubles the size of a cat's living space, provides a private litter box area for each condo and decreases noise level from the removal of stainless steel to reduce animal stress and improve shelter health. Many of the condos have a glass front to each condo providing a more aesthetically pleasing look similar to a retail shop versus an animal shelter environment.

**WEBSITE:** The ACS website is the 4<sup>th</sup> most visited website within sanantonio.gov with over 1 million hits in a recent 12-month period! In January 2015, the Department unveiled a brand new ACS website. The new ACS website is an updated version of our online presence complete with a brand new design, enhanced content, and better ease and access for users that is also mobile-friendly! The ACS website will also offer online donation options in the coming weeks. Special thanks to Ryan Evans, ACS Contract Coordinator and Lisa Norwood, ACS Public Information Officer, and the City's IT Department, for their months of hard work in getting this project fully implemented. This new website will be a great addition in ensuring that information about ACS programs and services continue to be available to the public across all platforms.



**CD3 SPAY/NEUTER CLINIC:** Animal Care Services partnered with Brooks Development Authority (BDA) for a new spay/neuter clinic located in City Council District 3 at Brooks City Base. This clinic will provide spay/neuter services, vaccination services, and wellness exams. BDA will build the facility, lease the facility to the City for a nominal fee and the City will be responsible for equipment and operations. It is our intent to operate this facility similar to the Brackenridge Pet Center with a partner managing the facility through the RFP Process. We are in the value engineering design phase and should be finished by March 2015. Construction is expected start shortly thereafter, with projected opening in FY 2016.

**NEW STAFF MEMBERS:** We are pleased to welcome, Claudia Pena, as the Department's Fiscal Administrator. She will be responsible for all accounting and fiscal operations for the department. Claudia comes to ACS with 8 years of City employment including time spent in the City Auditor's Office, MetroHealth, Fire Department, and most recently, the Convention Center. Claudia has over 12 years of fiscal experience and we look forward to utilizing her skills and knowledge to continue ACS programs and services.

We are also pleased to welcome three new Lead Veterinary Technicians, Susan Glatz, Terri Hernandez, and Crystal Wheeler, who bring a combined 23 years of veterinary technician experience to ACS. The lead veterinary technicians are responsible for overseeing clinic operations including functional supervision of the veterinary technicians in their daily work duties, as well as assisting clinic management with inventory maintenance, workflow, scheduling, and continuing education.

**PETS FOR LIFE PROGRAM:** The Pets for Life program is a grant-funded program initiated in FY 2014 through a partnership with Humane Society of the United States (HSUS). This grassroots program services a small geographical location through building relationships and providing needed pet services. By using block-walking and relationship-building in the 78207 zip code, more than 250 families received personalized visits resulting in over 475 spay/neuter surgeries and hundreds of low-cost vaccinations. We received word in January 2015 that HSUS will continue funding for another year, primarily due to the success of the first year.

**MILLION CAT CHALLENGE:** Animal Care Services has been chosen as a charter member of the nationwide initiative known as the Million Cat Challenge, a joint campaign of the University of California Davis and University of Florida's Shelter Medicine Programs. The Challenge seeks to partner with animal shelters to implement initiatives designed to increase the number of cats who leave shelters alive. ACS was chosen to participate based on our overwhelming successes in addressing community cat issues in San Antonio.

**BRACKENRIDGE UPDATE:** The Brackenridge Pet Facility completed its first year of operations with great results. In the first year of operations, Pet Shotz performed 6,011 surgeries – 2,000 surgeries above the number required for the first year of operations by his contract. In addition, Pet Shotz provided over 10,000 free and low-cost vaccinations to pet owners. San Antonio Pets Alive! also met their contract requirements and rescued 3,181 pets from ACS in their first year of operation of the City-owned Paul Jolly Center for Pet Adoptions.

**RESCUE SUMMIT:** As a key stakeholder in the department's successes, ACS recognizes the importance of nurturing community partnerships with our approved Rescue Groups. We held our most recent Rescue Summit inviting all ACS rescue groups and Live Release staff to a round-table discussion. Representatives from over 20 ACS Rescue Groups were in attendance and items discussed included: process for placing rescue holds and transfer, microchipping of rescue pets as it relates to the pending Chapter 5 Ordinance change, and a brainstorming session to identify additional ways ACS staff and Rescue groups can work efficiently and effectively.



# City of San Antonio Animal Care Services Department Director's Report



**DECEMBER 2014 – JANUARY 2015**

## ENHANCED ENFORCEMENT

| Performance Indicators        | FY 2014<br>Actual | FY 2015<br>Target | YTD<br>Target | YTD<br>Total    | Dec<br>Total | Jan<br>Total |
|-------------------------------|-------------------|-------------------|---------------|-----------------|--------------|--------------|
| Call-for-Service Requests     | 90,515            | 90,000            | 30,043        | 30,540          | 7,615        | 8,228        |
| Impoundments (Overall)        | 30,056            | 29,000            | 8,950         | 9,048           | 2,026        | 2,206        |
| Dogs                          | 23,714            | 22,801            | 7,048         | 7,565           | 1,732        | 1,884        |
| Cats                          | 6,342             | 6,199             | 1,902         | 1,483           | 294          | 322          |
| Impoundments (Field)          | 18,263            | 18,310            | 6,145         | 5,358           | 1,228        | 1,343        |
| Return-to-Owners (Field)      | 917               | 1,300             | 390           | 475             | 100          | 117          |
| Citations/Warnings Issued     | 5,331             | 6,000             | 2,082         | 2,213           | 562          | 629          |
| Licenses Issued               | 23,680            | 28,000            | 7,322         | 4,715           | 967          | 1,458        |
| Aggr./Dang. Dog Designations* | 40                |                   |               | 19 <sup>†</sup> |              |              |
| Serious Bodily Injury Cases** | 6                 |                   |               | 5 <sup>†</sup>  |              |              |
| Cruelty Cases***              | 42                |                   |               | 19 <sup>†</sup> |              |              |

## IMPROVED CONTROL

| Performance Indicators          | FY 2014<br>Actual | FY 2015<br>Target | YTD<br>Target | YTD<br>Total       | Dec<br>Total | Jan<br>Total     |
|---------------------------------|-------------------|-------------------|---------------|--------------------|--------------|------------------|
| Surgeries Performed by ACS      | 16,400            | 16,400            | 5,352         | 4,152              | 1,019        | 890              |
| Surgeries Performed by Partners | 9,683             | 9,400             | 4,450         | 4,084 <sup>o</sup> | 1,332        | 771 <sup>o</sup> |
| Deceased Dog/Cat Pick-Up        | 25,460            |                   |               | 7,452              | 1,611        | 1,641            |

## INCREASED LIVE RELEASE

| Performance Indicators     | FY 2014<br>Actual | FY 2015<br>Target | YTD<br>Target | YTD<br>Total | Dec<br>Total | Jan<br>Total |
|----------------------------|-------------------|-------------------|---------------|--------------|--------------|--------------|
| Live Release Rate          | 81%               | 80%               | 80%           | 84%          | 86%          | 87%          |
| Adoptions                  | 6,647             | 6,200             | 1,967         | 2,289        | 591          | 550          |
| Rescues                    | 13,835            | 14,025            | 4,108         | 3,922        | 912          | 963          |
| Return-to-Owners (Overall) | 2,758             | 2,400             | 792           | 1,093        | 226          | 282          |
| Trap-Neuter>Returns        | 816               | 575               | 152           | 290          | 56           | 64           |
| Pets Fostered              | 1,403             | 1,000             | 354           | 379          | 85           | 72           |
| Volunteer Hours            | 15,159            | 14,000            | 7,549         | 4,086        | 908          | 1,084        |

## ADMINISTRATION/OTHER

| Performance Indicators | FY 2014<br>Actual | FY 2015<br>Target | YTD<br>Target | YTD<br>Total | Dec<br>Total | Jan<br>Total     |
|------------------------|-------------------|-------------------|---------------|--------------|--------------|------------------|
| FY 2014 Budget         | \$11.4 M          | \$11.6 M          | \$3.87 M      | \$3.83 M     |              |                  |
| Media Interactions     | 871               | 500               | 167           | 369          | 42           | 208 <sup>+</sup> |

\*This statistic represents cases that have actually been deemed and designated as aggressive/dangerous.

\*\*This statistic represents cases that have been investigated, packaged, and delivered to the prosecutor for potential prosecution.

<sup>o</sup> 1 Spay/Neuter Invoice is pending from Spay/Neuter Partner.

<sup>†</sup> This statistic is reported quarterly, not monthly.

<sup>+</sup> January's media interactions were substantially higher as a result of local, state, and national media attention regarding the bite case of an illegal pet monkey in City limits.





City of San Antonio  
Animal Care Services Department



Advisory Board Inspection Checklist  
– Brackenridge Facility–

Advisory Board Member Name(s):

Cynthia Martinez

Date of Inspection:

1/28/15

Time of Inspection:

11:38 am

PAUL JOLLY CENTER FOR PET ADOPTIONS & PETCO PAVILION

| General   | YES | NO                                   |
|---|-----|--------------------------------------|
| Pavilion event calendar utilized and current  |     | X                                    |
| Adequate level of staffing provided ensuring satisfactory level of pet care and customer service. |     | There were enough                    |
| Staff is attentive and friendly to all customers.   |     | Staff that areas should be clean but |

all staff was behind the adoption desk and very rude no greetings

| Main Lobby/Reception Area              | Excellent | Good | Fair | Poor               | N/A |
|--|-----------|------|------|--------------------|-----|
| All Customers greeted when they arrive |           |      |      | no one was greeted |     |
| Clean floors & windows                 |           |      |      | X                  |     |
| Proper signage in place                |           | X    |      |                    |     |
| Reception area neat & orderly          |           | X    |      |                    |     |
| Men's restroom clean and stocked       |           |      |      | X                  |     |
| Women's restroom clean and stocked     |           |      |      | X                  |     |

The lobby and halls had not been swept or mopped or it had been done very poorly there were clients there who were ignored as was I and several who came in after me.

| Cattery   | Excellent | Good | Fair | Poor | N/A |
|---|-----------|------|------|------|-----|
| Staff is friendly and attentive to all customers                                  |           |      | X    |      |     |
| Hand sanitizer available  |           | X    |      |      |     |
| Clean floors & windows  |           | X    |      |      |     |
| Cages & cage doors are clean  |           | X    |      |      |     |
| All cages are cleaned & sanitized between occupants                               |           |      |      |      | ?   |
| Clean litter boxes  |           | X    |      |      |     |
| Daily cleaning is complete before facility opens to public                        |           |      |      |      |     |
| Mops, buckets, and all other cleaning tools are disinfected at the end of the day |           |      |      |      |     |
| There are no offensive odors  |           | X    |      |      |     |
| Fresh food & water in each occupied cage  |           | X    |      |      |     |
| Each cage with cat has correct kennel card  |           |      |      |      |     |
| Toys available  |           | X    |      |      |     |
| Humane number of cats/kittens in each cage  | X         |      |      |      |     |

The cat room was clean and smelled good surfaces. tops of cages + window ledges were dusty - Feral cat room was unlocked - did have sign to leave them alone.

| Break Room                                | Excellent | Good | Fair | Poor | N/A |
|---|-----------|------|------|------|-----|
| Clean floors & counter-tops               |           |      | X    |      |     |
| Food storage area neatly stocked          |           |      |      | X    |     |
| Men's restroom clean & stocked            |           |      |      | X    |     |
| Women's restroom clean & stocked          |           |      |      | X    |     |
| Sinks clean and free of "caked-on" debris |           |      | X    |      |     |

**Comments/Actions Needed**

Dirty Dishes + surfaces - does not appear to be cleaned daily.

| Back Deck/Heritage Tree Garden | Excellent | Good | Fair | Poor                  | N/A |
|--------------------------------|-----------|------|------|-----------------------|-----|
| Deck is clean & free of debris |           |      |      | X multiple poop piles |     |
| Garden area free of feces      |           |      |      | X                     |     |

**Comments/Actions Needed**

several empty poop bag dispensers and no trash cans available if there had been bags.

| Puppy Room   | Excellent | Good | Fair | Poor | N/A |
|--|-----------|------|------|------|-----|
| Hand sanitizer available                                   |           |      |      | X    |     |
| Clean floors & windows                                     |           |      |      | X    |     |
| Cages and cage doors are clean                             |           |      |      | X    |     |
| Clean newspaper in cages                                   |           |      |      | X    |     |
| Fresh water in each occupied cage                          |           |      |      | X    |     |
| Daily cleaning is complete before facility opens to public |           |      |      | X    |     |
| There are no offensive odors                               |           |      |      | X    |     |
| Each cage with puppy has correct kennel card               |           |      | X    |      |     |
| Toys & bedding available                                   |           |      | X    |      |     |
| Sink area is clean and free of debris                      |           |      |      | X    |     |
| Humane number of puppies in each cage/run                  |           | X    |      |      |     |

**Comments/Actions Needed**

The puppy room was filthy there was no cleaning agent of any kind - except paper towels. every cage/kennel had poop and the staff member was very rude. There was no trash can.

| Work Room  | Excellent | Good         | Fair            | Poor | N/A |
|--|-----------|--------------|-----------------|------|-----|
| Clean floors & counter-tops                                |           |              |                 | X    |     |
| Washer & Dryer in working condition                        |           | ? not in use |                 |      |     |
| Dishwasher in working condition                            |           | ? " " "      |                 |      |     |
| Sinks, tubs and tables clean and free of "caked-on" debris |           |              | X - not cleaned |      |     |
| Storage area neat and orderly                              |           |              |                 | X    |     |
| Cleaning equipment and chemicals are properly stored       |           |              |                 | X    |     |

**Comments/Actions Needed**

There were signs to clean up but there was trash on the floor + surfaces. Room was obviously not fully cleaned often.



| Indoor Dog Runs  | Excellent | Good | Fair | Poor               | N/A                    |
|--|-----------|------|------|--------------------|------------------------|
| Hand sanitizer available   |           |      | ✓    |                    |                        |
| Clean floors and windows   |           |      |      | ✓                  |                        |
| Kennel guillotine doors are clean  |           |      | ✓    |                    |                        |
| Kennel runs are free of feces and urine  |           |      |      | ✗                  |                        |
| Humane number of dogs in each cage   |           | ✓    |      |                    |                        |
| Each kennel has correct kennel card  |           | ✗    |      |                    |                        |
| There is variety in the dogs available for adoption  |           | ✗    |      |                    |                        |
| There are no offensive odors   |           |      |      | ✗                  |                        |
| All occupied runs have fresh water   |           |      |      | ✗                  |                        |
| Drains free of debris  |           |      |      | ✗ - stale          | looking yellow & water |
| Runs have proper bedding & toys available  |           |      | ✓    |                    |                        |
| Food storage area clean and neatly stocked   |           |      |      | ✗ - fresh on floor |                        |
| Aisles are free of debris or safety hazards  |           |      | ✗    |                    |                        |
| <b>Comments/Actions Needed</b><br>Runs were wet & full of poop & urine in all kennels - momma dogs w/ pups in filth & too young pups in filth. |           |      |      |                    |                        |
| Outdoor Dog Runs   | Excellent | Good | Fair | Poor               | N/A                    |
| Outdoor Dog Runs   |           |      |      | ✗                  |                        |
| Clean floors and windows   |           |      |      | ✗                  |                        |
| Kennel guillotine doors are clean  |           |      |      | ✗                  |                        |
| Kennel runs are free of feces and urine  |           |      |      | ✗                  |                        |
| Humane number of dogs in each cage   |           | ✓    |      |                    |                        |
| Drains free of debris  |           |      | ✓    |                    |                        |
| Aisles are free of debris or safety hazards  |           |      |      | ✗                  |                        |
| <b>Comments/Actions Needed</b><br>hoses strewn across walkways & poop in walkways.   |           |      |      |                    |                        |
| Outdoor Play Yards   | Excellent | Good | Fair | Poor               | N/A                    |
| Clean and free of fecal matter   |           |      |      | ✗                  |                        |
| Doors to the play yards operate properly   |           |      |      | ?                  |                        |
| <b>Comments/Actions Needed</b><br>unknown - were being sprayed out with dogs in them. Almost tripped me pulling the hose stuff was rude        |           |      |      |                    |                        |
| Exterior Grooming/Driveway/Mechanical Yard   | Excellent | Good | Fair | Poor               | N/A                    |
| Cages and cage doors are clean   |           |      |      | ✗                  |                        |
| Clean newspaper in cages   |           |      |      | ✗                  | ✗                      |
| Fresh food and water in each occupied cage   |           |      |      |                    | ✓                      |
| Each cage with puppy has correct kennel card   |           |      |      |                    | ✓                      |
| Humane number of puppies in each cage/run  |           |      |      |                    | ✗                      |
| Bathing sink is clean and free of debris   |           |      |      | ✗                  |                        |
| Trash dumpster not overflowing   |           |      | ✗    |                    |                        |
| Intake area floor clean and free of debris   |           |      | ✗    |                    |                        |
| <b>Comments/Actions Needed</b><br>Area cluttered & full of debris. could smell SAPA over to zoo when walking up.                               |           |      |      |                    |                        |



| Pavilion   | Excellent | Good | Fair | Poor | N/A |
|--|-----------|------|------|------|-----|
| Clean floors   |           |      | X    |      |     |
| Fencing and doors around pavilion in working order   |           | X    |      |      |     |
| Fans and outside lights in working order   |           | X    |      |      |     |
| Comments/Actions Needed<br>all poop bag dispensers were empty + no trash cans  |           |      |      |      |     |
| General Premises   | Excellent | Good | Fair | Poor | N/A |
| Landscaped area free of feces  |           |      | X    | .    |     |
| Dog waste stations stocked   |           |      |      | X    |     |
| Trash receptacles not overflowing  |           |      |      |      | X   |
| Landscape (to include grass and plants) in proper stage in conjunction with seasonality changes  |           |      |      | X    |     |
| Comments/Actions Needed<br>no trash receptacles<br>several weeded areas were overgrown. Weeds <del>are</del> were growing up <del>through</del> through <del>the</del> rock beds |           |      |      |      |     |

Additional Notes:

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## PETCO SPAY + NEUTER CLINIC

| Main Lobby/Reception Area/Exam Rooms                                      | Excellent | Good | Fair | Poor | N/A |
|---|-----------|------|------|------|-----|
| All Customers greeted when they arrive                                    |           | ✓    |      |      |     |
| Clean floors & windows  |           | ✓    |      |      |     |
| Proper signage in place   |           | ✓    |      |      |     |
| Reception area neat & orderly   |           | ✓    |      |      |     |
| Men's restroom clean and stocked  |           | ✓    |      |      |     |
| Women's restroom clean and stocked  |           | ✓    |      |      |     |
| Comments/Actions Needed   |           |      |      |      |     |
|   |           |      |      |      |     |
| Cat Holding Area  | Excellent | Good | Fair | Poor | N/A |
| Cages & cage doors are clean  |           | ✓    |      |      |     |
| All cages are cleaned & sanitized between occupants                       |           | ✓    |      |      |     |
| Fresh newspaper in each cage  |           | ✓    |      |      |     |
| There are no offensive odors  |           | ✓    |      |      |     |
| Each cage with cat has correct kennel card                                |           | ✓    |      |      |     |
| Any post-surgery cats are being recovered properly                        |           | ✓    |      |      |     |
| Comments/Actions Needed   |           |      |      |      |     |
| doing surgery   |           |      |      |      |     |
| Dog Holding Area (Right)  | Excellent | Good | Fair | Poor | N/A |
| Cages & cage doors are clean  |           | ✓    |      |      |     |
| All cages are cleaned & sanitized between occupants                       |           | ✓    |      |      |     |
| Fresh newspaper in each cage  |           | ✓    |      |      |     |
| There are no offensive odors  |           | ✓    |      |      |     |
| Each cage with dog has correct kennel card                                |           | ✓    |      |      |     |
| Any post-surgery dogs are being recovered properly                        |           | ✓    |      |      |     |
| Sink area is clean and free of debris                                     |           | ✓    |      |      |     |
| Comments/Actions Needed   |           |      |      |      |     |
| doing surgery   |           |      |      |      |     |
| Prep Area   | Excellent | Good | Fair | Poor | N/A |
| Staff are wearing proper medical attire to include gloves & medical masks |           | ✓    |      |      |     |
| Prep sinks are in working order, clean, and free of debris                |           | ✓    |      |      |     |
| Medical equipment are in working order and clean                          |           | ✓    |      |      |     |
| Controlled Medical Drugs are properly secured                             |           | ✓    |      |      |     |
| Clean floors and tables   |           | ✓    |      |      |     |
| There are no offensive odors  |           | ✓    |      |      |     |
| Comments/Actions Needed   |           |      |      |      |     |
| doing surgery   |           |      |      |      |     |



| Surgery Suite   | Excellent | Good | Fair | Poor | N/A |
|---|-----------|------|------|------|-----|
| Staff are wearing proper medical attire to include gloves & medical masks |           | ✓    |      |      |     |
| Medical equipment are in working order and clean                          |           | ✓    |      |      |     |
| Fresh surgery packs are used for each pet                                 |           | ✓    |      |      |     |
| Pets are properly sedated, and secured to surgery table                   |           | ✓    |      |      |     |
| Clean floors and tables   |           | ✓    |      |      |     |
| Comments/Actions Needed<br><br>doing surgery                              |           |      |      |      |     |
| Dog Holding Area (Left)   | Excellent | Good | Fair | Poor | N/A |
| Cages & cage doors are clean  |           | ✓    |      |      |     |
| All cages are cleaned & sanitized between occupants                       |           | ✓    |      |      |     |
| Fresh newspaper in each cage  |           | ✓    |      |      |     |
| There are no offensive odors  |           | ✓    |      |      |     |
| Each cage with dog has correct kennel card                                |           | ✓    |      |      |     |
| Any post-surgery dogs are being recovered properly                        |           | ✓    |      |      |     |
| Sink area is clean and free of debris                                     |           | ✓    |      |      |     |
| Comments/Actions Needed<br><br>doing surgery                              |           |      |      |      |     |
| Work Area   | Excellent | Good | Fair | Poor | N/A |
| Work tables and cabinets are clean  |           | ✓    |      |      |     |
| Medical equipment are in working order and clean                          |           | ✓    |      |      |     |
| Comments/Actions Needed<br><br>doing surgery                              |           |      |      |      |     |

**Additional Notes:**

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**City of San Antonio**  
Animal Care Services Department

**Advisory Board Inspection Checklist**  
**– 151 Main Campus –**

Advisory Board Member Name: CHRISTIAN ANDERSON

Date of Inspection: 2-11-15 Time of Inspection: 7:00

| Administration Building  | Excellent | Good | Fair | Poor |
|--|-----------|------|------|------|
| Staff and volunteers are friendly, informative, and courteous to all members of the public | ✓         |      |      |      |
| Clean floors, windows, and doors   | ✓         |      |      |      |
| Proper signage in place  | ✓         |      |      |      |
| Reception area neat & orderly  | ✓         |      |      |      |
| Floors are clear of safety hazards   | ✓         |      |      |      |
| Every animal is being scanned upon intake  | ✓         |      |      |      |
| <b>Comments/Actions Needed</b>   |           |      |      |      |
|  |           |      |      |      |
| Clinic   | Excellent | Good | Fair | Poor |
| Staff is courteous and informative to all members of the public as well as fosters         | ✓         |      |      |      |
| Clean floors, doors, & windows Hand sanitizer available                                    |           |      | ✓    |      |
| Back Kennel runs are free of feces and urine   | ✓         |      |      |      |
| Exam tables are cleaned between animals receiving treatment or exams.                      | ✓         |      |      |      |
| Exam room washing station fully stocked with gloves  | ✓         |      |      |      |
| Halls and walkways are free of debris and safety hazards                                   | ✓         |      |      |      |
| Appropriate signage and kennel card on each occupied cage                                  |           | ✓    |      |      |
| All cleaning tools are disinfected at the end of the day                                   | ✓         |      |      |      |
| Recovery room washing station fully stocked with gloves                                    | ✓         |      |      |      |
| Surgical room washing station fully stocked with gloves                                    | ✓         |      |      |      |
| Any temporary holding cages outside clinic are clean                                       | ✓         |      |      |      |
| Controlled substances stored in locked cabinet when not in use                             | ✓         |      |      |      |
| Surgical patients are recovered using proper protocol and recovery sheet                   | ✓         |      |      |      |
| The clinic building is in good repair  | ✓         |      |      |      |
| Foot bath mats are filled with disinfectant  | ✓         |      |      |      |
| Humane number of cats/kittens in each cage   | ✓         |      |      |      |
| <b>Comments/Actions Needed</b>   |           |      |      |      |
|  |           |      |      |      |



| Cattery (Building 5)   | Excellent | Good | Fair | Poor |
|--|-----------|------|------|------|
| Staff and volunteers are friendly, informative, and courteous to all members of the public | ✓         |      |      |      |
| Cat cages are clean and disinfected  | ✓         |      |      |      |
| Litter boxes are clean with no offensive odor  | ✓         |      |      |      |
| All cages have fresh water   | ✓         |      |      |      |
| All counter surfaces are clean   | ✓         |      |      |      |
| Hand sanitizing stations are visible and full  | ✓         |      |      |      |
| Staff work area has a hand washing station with soap, paper towels, and hand sanitizer     | ✓         |      |      |      |
| Appropriate signage and kennel card on each occupied cage                                  | ✓         |      |      |      |
| All cages are cleaned and sanitized between occupants                                      | ✓         |      |      |      |
| Floor is free of debris or safety hazards  | ✓         |      |      |      |
| Mops, buckets, and all other cleaning tools are disinfected at the end of the day          | ✓         |      |      |      |
| Intake vaccinations recorded on each kennel card   | ✓         |      |      |      |
| The Cattery building is in good repair   | ✓         |      |      |      |
| <b>Comments/Actions Needed</b>   |           |      |      |      |
|  |           |      |      |      |
| Outside Cattery  | Excellent | Good | Fair | Poor |
| Litter boxes are clean with no offensive odor  |           |      |      |      |
| Fresh water is available   |           |      |      |      |
| Area is free of debris or safety hazards   |           |      |      |      |
| Appropriate signage and kennel card visible  |           |      |      |      |
| <b>Comments/Actions Needed</b>   |           |      |      |      |
| RENOVATIONS WERE <del>BEING</del> BEING MADE.  |           |      |      |      |

| Dog Kennel (Building 4)  | Excellent | Good | Fair | Poor |
|--|-----------|------|------|------|
| Staff and volunteers are friendly, informative, and courteous to all members of the public | ✓         |      |      |      |
| Kennel runs are free of feces and urine  | ✓         |      |      |      |
| Fresh water in each occupied run   | ✓         |      |      |      |
| Aisles are free of debris or safety hazards  | ✓         |      |      |      |
| Appropriate signage and kennel card on each occupied cage                                  | ✓         |      |      |      |
| Intake vaccinations recorded on each kennel card   | ✓         |      |      |      |
| Pooper Scoopers are kept in a clean disinfection solution between scooping each run        | ✓         |      |      |      |
| Runs and cages are thoroughly cleaned and sanitized between occupants                      | ✓         |      |      |      |
| Hand sanitizer available   | ✓         |      |      |      |
| Drains free of debris  | ✓         |      |      |      |
| Staff work area has a hand washing station with soap, paper towels, and hand sanitizer     | ✓         |      |      |      |
| Sinks and tubs are in working order, clean, and free of debris                             | ✓         |      |      |      |
| Mops, buckets, and all other cleaning equipment are disinfected at the end of the day      | ✓         |      |      |      |
| Stainless steel cages are clean and have fresh newspaper                                   | ✓         |      |      |      |
| Foot bath mats are filled with disinfectant  | ✓         |      |      |      |
| Clean floors, doors, and windows   | ✓         |      |      |      |
| There is no offensive odor   | ✓         |      |      |      |
| Kennel building and equipment are in good repair   | ✓         |      |      |      |
| <b>Comments/Actions Needed</b>   |           |      |      |      |
|  |           |      |      |      |
| Outdoor Sally Port Runs (Behind Bldg. 4)   | Excellent | Good | Fair | Poor |
| Kennel runs are free of feces and urine  | ✓         |      |      |      |
| Fresh water in each occupied run   | ✓         |      |      |      |
| Area is free of debris or safety hazards   | ✓         |      |      |      |
| <b>Comments/Actions Needed</b>   |           |      |      |      |
|  |           |      |      |      |
| Outdoor Exercise Yards   | Excellent | Good | Fair | Poor |
| Clean and free of feces  | ✓         |      |      |      |
| Play pools (if available) filled with fresh water  | ✓         |      |      |      |
| Doors operate properly   | ✓         |      |      |      |
| Waste stations are stocked   | ✓         |      |      |      |
| <b>Comments/Actions Needed</b>   |           |      |      |      |
|  |           |      |      |      |



| <b>Dog Kennel (Building 3)</b>   | <b>Excellent</b> | <b>Good</b> | <b>Fair</b> | <b>Poor</b> |
|--|------------------|-------------|-------------|-------------|
| Kennel runs are free of feces and urine  | ✓                |             |             |             |
| Fresh water in each occupied run   | ✓                |             |             |             |
| Aisles are free of debris or safety hazards  | ✓                |             |             |             |
| Appropriate signage and kennel card on each occupied cage                              | ✓                |             |             |             |
| Intake vaccinations recorded on each kennel card                                       | ✓                |             |             |             |
| Pooper Scoopers are kept in a clean disinfection solution between scooping each run    | ✓                |             |             |             |
| Runs and cages are thoroughly cleaned and sanitized between occupants                  | ✓                |             |             |             |
| Hand sanitizer available   | ✓                |             |             |             |
| Drains free of debris  | ✓                |             |             |             |
| Staff work area has a hand washing station with soap, paper towels, and hand sanitizer | ✓                |             |             |             |
| Sinks and tubs are in working order, clean, and free of debris                         | ✓                |             |             |             |
| Mops, buckets, and all other cleaning equipment are disinfected at the end of the day  | ✓                |             |             |             |
| Stainless steel cages are clean and have fresh newspaper                               | ✓                |             |             |             |
| Foot bath mats are filled with disinfectant  | ✓                |             |             |             |
| Clean floors, doors, and windows   | ✓                |             |             |             |
| There is no offensive odor   | ✓                |             |             |             |
| Kennel building and equipment are in good repair                                       | ✓                |             |             |             |
| <b>Comments/Actions Needed</b>   |                  |             |             |             |
|  |                  |             |             |             |
| <b>Outdoor Sally Port Runs (Behind Bldg. 3)</b>  | <b>Excellent</b> | <b>Good</b> | <b>Fair</b> | <b>Poor</b> |
| Kennel runs are free of feces and urine  | ✓                |             |             |             |
| Fresh water in each occupied run   | ✓                |             |             |             |
| Area is free of debris or safety hazards   | ✓                |             |             |             |
| <b>Comments/Actions Needed</b>   |                  |             |             |             |
|  |                  |             |             |             |

| <b>Dog Kennel (Building 2)</b>   | <b>Excellent</b> | <b>Good</b> | <b>Fair</b> | <b>Poor</b> |
|--|------------------|-------------|-------------|-------------|
| Kennel runs are free of feces and urine  | ✓                |             |             |             |
| Fresh water in each occupied run   | ✓                |             |             |             |
| Aisles are free of debris or safety hazards  | ✓                |             |             |             |
| Appropriate signage and kennel card on each occupied cage                              | ✓                |             |             |             |
| Intake vaccinations recorded on each kennel card                                       | ✓                |             |             |             |
| Pooper Scoopers are kept in a clean disinfection solution between scooping each run    | ✓                |             |             |             |
| Runs and cages are thoroughly cleaned and sanitized between occupants                  | ✓                |             |             |             |
| Hand sanitizer available   | ✓                |             |             |             |
| Drains free of debris  | ✓                |             |             |             |
| Staff work area has a hand washing station with soap, paper towels, and hand sanitizer | ✓                |             |             |             |
| Sinks and tubs are in working order, clean, and free of debris                         | ✓                |             |             |             |
| Mops, buckets, and all other cleaning equipment are disinfected at the end of the day  | ✓                |             |             |             |
| Stainless steel cages are clean and have fresh newspaper                               | ✓                |             |             |             |
| Foot bath mats are filled with disinfectant  | ✓                |             |             |             |
| Clean floors, doors, and windows   | ✓                |             |             |             |
| There is no offensive odor   | ✓                |             |             |             |
| Kennel building and equipment are in good repair                                       | ✓                |             |             |             |
| <b>Comments/Actions Needed</b>   |                  |             |             |             |
|  |                  |             |             |             |
| <b>Outdoor Sally Port Runs (Behind Bldg. 2)</b>  | <b>Excellent</b> | <b>Good</b> | <b>Fair</b> | <b>Poor</b> |
| Kennel runs are free of feces and urine  | ✓                |             |             |             |
| Fresh water in each occupied run   | ✓                |             |             |             |
| Area is free of debris or safety hazards   | ✓                |             |             |             |
| <b>Comments/Actions Needed</b>   |                  |             |             |             |
|  |                  |             |             |             |

| EBI Building   | Excellent | Good | Fair | Poor |
|--|-----------|------|------|------|
| Kennel runs are free of feces or urine   |           |      |      |      |
| Incinerator in proper working condition  |           |      |      |      |
| Enough receptacles for remains   |           |      |      |      |
| All remains are either in receptacle or in cooler  |           |      |      |      |
| Remains not to be incinerated properly labeled in cooler                                   |           |      |      |      |
| Halls and walkways are free of debris or safety hazards                                    |           |      |      |      |
| Appropriate signage and kennel card on each occupied cage                                  |           |      |      |      |
| Every animal scanned for microchip prior to euthanasia                                     |           |      |      |      |
| Controlled substances stored in locked cabinet when not in use                             |           |      |      |      |
| EBI room a quiet environment for animals   |           |      |      |      |
| All surfaces are clean and free of unnecessary clutter                                     |           |      |      |      |
| Cats euthanized by IP injection and kept in quiet location pre and post injection          |           |      |      |      |
| EBI room is clean and free of odor   |           |      |      |      |
| Mops, buckets, and all other cleaning tools are disinfected at the end of the day          |           |      |      |      |
| Foot bath mats are filled with disinfectant  |           |      |      |      |
| EBI building and equipment in good repair  |           |      |      |      |
| <p align="center"><b>Comments/Actions Needed</b></p> <p align="center">DIDN'T REVIEW .</p> |           |      |      |      |
| Wash Bay/Laundry   | Excellent | Good | Fair | Poor |
| Laundry area orderly and fully stocked   |           |      |      |      |
| ACO Trucks are washed and sanitized after unloading  |           |      |      |      |
| Area is free of debris or safety hazards   |           |      |      |      |
| <p align="center"><b>Comments/Actions Needed</b></p> <p align="center">DIDN'T REVIEW .</p> |           |      |      |      |



| Building 1   | Excellent | Good | Fair | Poor |
|--|-----------|------|------|------|
| Staff and volunteers are friendly, informative, and courteous to all members of the public                           |           |      | ✓    |      |
| Kennel runs are free of feces and urine  |           |      |      | ✓    |
| Fresh water in each occupied run   |           |      |      |      |
| Aisles are free of debris or safety hazards  |           |      |      | ✓    |
| Appropriate signage and kennel card on each occupied cage  |           | ✓    |      |      |
| Pooper Scoopers are kept in a clean disinfection solution between scooping each run                                  |           |      |      |      |
| Runs and cages are thoroughly cleaned and sanitized between occupants  |           |      | ✓    |      |
| Hand sanitizer available   |           |      |      |      |
| Drains free of debris  |           |      |      |      |
| Staff work area has a hand washing station with soap, paper towels, and hand sanitizer                               |           |      | ✓    |      |
| Sinks and tubs are in working order, clean, and free of debris   |           |      |      |      |
| Mops, buckets, and all other cleaning equipment are disinfected at the end of the day                                |           |      |      |      |
| Stainless steel cages are clean and have fresh newspaper   |           |      |      | ✓    |
| Foot bath mats are filled with disinfectant  |           |      |      |      |
| Clean floors, doors, and windows   |           |      |      | ✓    |
| There is no offensive odor   |           |      |      | ✓    |
| Kennel building and equipment are in good repair   |           | ✓    |      |      |
| Comments/Actions Needed<br>LOOKED LIKE WATERED DOWN BLOOD ON FLOORS<br>SEVERAL KENNELS CONTAINED DRIED URINE & FECES |           |      |      |      |
| Outdoor Exercise Yards (Next to Building 1)  | Excellent | Good | Fair | Poor |
| Clean and free of feces  |           |      |      |      |
| Play pools (if available) filled with fresh water  |           |      |      |      |
| Doors operate properly   |           |      |      |      |
| Waste stations are stocked   |           |      |      |      |
| Comments/Actions Needed<br>CLOSED  |           |      |      |      |

DIDN'T SEE

MOPS & BUCKETS TOGETHER

| Annex Building  | Excellent | Good | Fair | Poor |
|---|-----------|------|------|------|
| Staff and volunteers are friendly, informative, and courteous to all members of the public              |           |      |      |      |
| Training Rooms are clean and orderly  |           |      |      |      |
| Lobby is clean and orderly  |           |      |      |      |
| Men's restroom is clean and stocked   |           |      |      |      |
| Women's restroom is clean and stocked   |           |      |      |      |
| <p align="center"><b>Comments/Actions Needed</b></p> <p align="center">APPEARED TO BE RE-ORGANIZING</p> |           |      |      |      |
| General Premises  | Excellent | Good | Fair | Poor |
| Landscaped area free of feces   | ✓         |      |      |      |
| Doors to agility area are operational and free of feces   | ✓         |      |      |      |
| Dog waste stations stocked  | ✓         |      |      |      |
| Trash receptacles not overflowing   | ✓         |      |      |      |
| Landscape (to include grass and plants) in proper stage in conjunction with seasonality changes         | ✓         |      |      |      |
| <p align="center"><b>Comments/Actions Needed</b></p>  |           |      |      |      |

**Additional Notes:**

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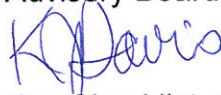


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**CITY OF SAN ANTONIO**  
**Animal Care Services Department**  
**INTERDEPARTMENTAL CORRESPONDENCE**

**TO:** Bill White, Vice Chair, Advisory Board  
**FROM:** Kathy Davis, Director   
**SUBJECT:** Advisory Board Inspection Checklist, dated 11-25-14  
**DATE:** January 2, 2015

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With respect to the items detailed on the above checklists that were presented during our December 3, 2014 meeting, we would like to update you as to the status:

**151 Main Campus – Date of Inspection 11-25-14**

**Clinic:**

**Issue:** **Waste Stations-Only one had supplies**

**Response:** This item has been addressed with Kennel Supervisors to insure that more frequent checks are done to verify supplies.

**EBI:**

**Issue:** **Lack of raised beds in kennels.**

**Response:** Staff has placed raised beds (Kuranda) in all kennels. These beds were brought over from the Brooks Campus closure.

**Bldg. 2:**

**Issue:** **Clogged Drain sign.**

**Response:** These signs are posted when the kennel has a slow drain. Maintenance Staff from BESD come weekly to clean any slow drains. Signs are utilized by ACS Staff to direct BESD Staff to problem drains. This drain was still working. If it was not, no dog would have been placed in the kennel until BESD cleared the drain.

Should you have any questions, I would be happy to address them.